

Responses to Prebid Queries in reference to NIT No. 4.9(684)/RISL/Tech/Misc/2019/812 Date: 05-05-2022

S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
1	9	1	<b>Bid Evaluation Criteria:</b> Lowest evaluated technically responsive bid	Considering the team deployed shall be working on key projects of e-Governance applications and its enhancements, which are the building blocks and mission critical of the DoIT&C IT framework, both quality and costs must be taken into consideration while selecting the company/agency for the empanelment. Hence, we request RISL to have Quality and Cost Based Selection (QCBS-80/20) criteria for the empanelment	As per RFP.
2	9	1	<b>Bid Security and Mode of Payment:</b> Amount (INR): 3,00,000/- (Rupees Three Lacs) For S.S.I of Rajasthan, 25 % of the above mentioned value for all categories and Sick Industries other than S.S.I whose cases are pending with Board of Industrial & Financial Reconstruction, 50% of the above mentioned value for all categories. • Mode of Payment: Banker's Cheque or Demand Draft of a Scheduled Bank • Bid Security shall be in favour of "Managing Director, RISL" payable at "Jaipur".	We request the RISL to consider Bank guarantee instead of bankers cheque or demand draft. Kindly consider	As per RFP. Please refer corrigendum-I
3	9	1	<b>Bid Security and Mode of Payment:</b> Amount (INR): 3,00,000/- (Rupees Three Lacs) For S.S.I of Rajasthan, 25 % of the above mentioned value for all categories and Sick Industries other than S.S.I whose cases are pending with Board of Industrial & Financial Reconstruction, 50% of the above mentioned value	We request RISL to kindly accept the Bid and processing fees online instead of Demand darft/ cash.	As per RFP. Please refer corrigendum-I

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			<p>for all categories.</p> <ul style="list-style-type: none"> <li>• Mode of Payment: Banker's Cheque or Demand Draft of a Scheduled Bank</li> <li>• Bid Security shall be in favour of "Managing Director, RISL" payable at "Jaipur".</li> </ul>		
4	9	1	<p><b>Bid Security and Mode of Payment:</b>                      Amount (INR): 3,00,000/- (Rupees Three Lacs)                      For S.S.I of Rajasthan, 25 % of the above mentioned value for all categories and Sick Industries other than S.S.I whose cases are pending with Board of Industrial &amp; Financial Reconstruction, 50% of the above mentioned value for all categories.</p> <ul style="list-style-type: none"> <li>• Mode of Payment: Banker's Cheque or Demand Draft of a Scheduled Bank</li> <li>• Bid Security shall be in favour of "Managing Director, RISL" payable at "Jaipur".</li> </ul>	It is requested to RISL to please allow exemption to the MSME from submission of Bid Security in-line with GFR rules.	As per RFP. Please refer corrigendum-I
5	9	1	<p><b>Last Date &amp; Time of Submission of Bid:</b>                      Date:31/05/2022</p>	We would request RISL to extend the Last Date of submission of Bid by 3 weeks post release of clarification to pre-bid queries. This is in leu of time required to collect the CV's of resources and also to seek internal approval.	As per RFP

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6	11	3.1.2.	<p><b>Financial Turnover:</b> Average annual turnover of at least Rs 18 crores from Software Development Business during the last three financial years (FY's 2017 -18, 2018-19, 2019-20) or during FY's 2018 -19, 2019-20, 2020- 21) as per last audited balance sheets or statements</p>	<p>As per RTTP rule No. 79 N (i) the person or lead member shall have an average turnover of minimum of 100% project cost in the last three financial years and in case of Joint venture/consortium, an average turnover of minimum of 100% of project cost in last three financial years by lead member and the audited balance sheets of last three financial years shall be submitted. The rule was introduced in 2013.</p> <p>In addition to above, as per the "Model RFP Document for Selection of Implementation Agencies" Section 2.5.1 and 2.5.2 by MeitY issued in year 2017, the Sales Turnover and Net Worth should be 20 times the annual value of the project and Similar work-related Turnover should be 5 times the estimated value. Hence, we request RISL to modify the turnover criteria in accordance with the MeitY guidelines.</p> <p>Furthermore, considering the criticality and size of the one of the key initiatives of Government of Rajasthan, it is important to mention here that bidders having similar experience along with financial stability should be given weightage and can provide desired support to state proactively in adverse situation also. In view of this, we request Department to increase the turnover to at least Rs. 100 Cr. from IT/ ITeseGovernance consultancy services.</p>	As per RFP

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7	11	3.1.4.	<p><b>Technical capability:</b> The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU: A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 crores</p> <p>Or</p> <p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p> <p>D. Note:</p> <ol style="list-style-type: none"> <li>1. The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2017 and last date of bid submission.</li> <li>2. Projects executed with in the agency's own company, group of companies, Joint Venture companies shall not be considered.</li> <li>3. The cost of supply, installation and maintenance of hardware components will not be considered in project cost under this criteria.</li> <li>4. The bidder can mentioned upto three projects only</li> </ol>	<p>As per RTTP rule No. 79 N (ii) the person or lead member, or any other member of the joint venture or consortium, shall have experience] in handling at least one project in that Sector in which the proposal is being submitted, costing not less than 100% of total project cost over the last 10 years, in such project(s) where the contract has been awarded and work has been completed.</p> <p>As mentioned above at S.no. 3 that the consultants to be deployed for mission critical projects of Rajasthan State, then it is quite imperative to have the agencies who have been engaged as IT consultants in India for large projects. Hence, we request the department to amend the clause as under: "The bidder should have successfully executed/executing at least 2 large scale eGovernance / Government transformation project as IT consultant in India in last three financial years (i.e. FY 2018-19, 2019-20, and 2020-21) having individual work order value of at least INR 10 Crores."</p>	As per RFP
8	12	2.2.	<p><b>Project Background:</b></p> <p>Role based user management to provide the limited</p>	Please define the total no. of users of application.	As per RFP. Please refer point no. II under Note

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			access of the system to any user.		section at page no. 130 of RFP
9	12	2.2.	<b>Project Background:</b> Integration with common components of Rajasthan IT stack like RajSSO, e-Mitra, e-Bazaar, RajDhaara, Raj e-sewadwar, Janaadhar, RGHS, RMSCL, Shaladarpan, Rajposhan etc. as per requirement and IT Architecture of Rajasthan State.	We understand that the department will provide the required APIs & web services for integration.	Please refer updated section 4.1.1.3.c of RFP.
10	12	2.3.	<b>Existing Inventory Management System</b>	1. Do you have exiting systems where you are managing currently, if yes kindly share us link/url?	As per RFP. Please refer section 2.3of RFP.
11	13	2.3.	<b>Existing Inventory Management System</b> Project Statistics:-Total no. of Organizations (CONFED/ District Cooperative Bhandars/ KVSS) using application:- 78	We understand that the data provided under project statistics are of exisiting application, for new application it would increase.	Yes, the user base is expected to increase. Please refer section 2.3. of RFP.
12	14	2.3.	<b>Existing Inventory Management System:</b> Technical stack of the existing application is dotnet core, Angular-8 and SQL server 2016.	Kindly confirm if bidder has to use this technology stack or can use any technology stack.	As per RFP. Please refer section4.1.of RFP
13	14	3.1.	<b>Prequalification / Eligibility Criteria</b>	Eligibility: Turnover required should be from IT/ITeS/Telecom	As per RFP
14	15	3.1.2.	<b>Financial Turnover:</b> Average annual turnover of at least Rs 18 crores from Software Development Business during the last three financial years (FY's 2017-18, 2018-19, 2019-20) or during FY's 2018 -19, 2019-20, 2020-21)	UTIITSL requests you to please relax this criteria to Average annual turnover of at least Rs 18 crores from IT and ITeS services during the last three financial years (FY's 2017 -18, 2018-19, 2019-20) or during FY's 2018 -19, 2019-20, 2020-21)	As per RFP
15	15	3.1.3.	<b>Financial Networth:</b> The company must be positive net worth in last three financial years ending at 31st March 2021	Kindly request you to remove this clause or modify as "The company must be positive net worth in any one year of the last three financial years ending at 31st March 2021".	As per RFP

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16	15	3.1.4.	<p><b>Technical</b> Annexure-5 per project reference And Work Completion Certificates from the client; OR Work Order + Self Certificate of Completion+Invoice with payment receipt statement (Certified by the CA); OR Work Order + Phase Completion Certificate from the client (The phase completion certificate should indicate that the development and deployment of the portal/application has been completed as per the Workorder. Values realised should be equal to or more than 3 Cr.)</p> <p><b>Capability:</b></p>	<p>Customer completion certificates will not mention the payment information hence we request you to Amendment as following for 3rd point</p> <p>"Work Order + Phase Completion Certificate (for ongoing projects) from the client Go-Live. Realization of the value to be certified by the Statutory Auditor/Chartered Accountant".</p>	As per RFP
17	15	3.1.4.	<p><b>Technical</b> Note: 1. The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2017 and last date of bid submission.</p> <p><b>Capability:</b></p>	<p>It is brought to the kind attention of RISL that the long-term projects (Projects having duration of 5 years or more) that are generally given by Government Ministries/Department, PSUs etc. have windows which lies throughout the year. The window specified by RISL in the RFP (which is between 1st Apr. 2017 and last date of bid submission) results in exclusion of several otherwise qualifying projects executed by bidder.</p> <p>It is kindly requested to RISL to please take the window as between 1st April 2016 and last date of bid submission instead of between 1st April 2017 and last date of bid submission. This will help in wider participation of quality bidders.</p>	As per RFP

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18	15	3.1.4.	<p><b>Technical Capability:</b>                      The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:</p> <p>A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 crores</p> <p>OR</p> <p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p>	<p>It is requested to RISL to please take a re-look into the criterion as the Estimated Procurement Cost and the Value of work order asked is not in sync. It is requested to RISL to please reduce the order value of the individual respective single work order.</p> <p>It is requested to RISL to reduce Rs. 6.0 Crores single work order value to Rs. 4.0 Crores and like-wise reduction for each work order value.</p>	As per RFP

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19	15	3.1.4.	<p><b>Technical Capability:</b>                      The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:</p> <p>A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 crores</p> <p>OR</p> <p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p>	<p>Kindly request you to modify this clause as:                      The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:</p> <p>A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of <b>Rs. 3.0 crores</b></p> <p>Or</p> <p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of <b>Rs. 2.0 crores</b> per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of <b>Rs. 1.0 crore</b> per project</p>	As per RFP



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20	15	3.1.4.	<p><b>Technical Capability:</b>                      The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 croresORB. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per projectORC. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p>	<p>Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.0 crores OrB. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 1.0 crores per projectORC. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 75 Lacs per project.</p>	As per RFP
21	15	3.1.4.	<p><b>Technical Capability:</b>                      The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:                       A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 crores                       OR</p>	<p>Request your to amend the clause as below:                      The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU/Private Organizations in India/Abroad.</p>	As per RFP

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			<p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p>		
22	15	3.1.4.	<p><b>Technical Capability:</b></p> <p>A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 crores</p> <p>Or</p> <p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p>	<p>1. Government relaxed procurement related to experience and turnover for MSME and Startup. Please give relaxation to MSME's in Experience Prequalification criteria.</p> <p>2. Rule 173 (i) of the GFRs exempts the startup/MSME from Prior Experience and Prior Turnover requirements for DPIIT Recognized Startups/MSME subject to meeting of quality &amp; technical specifications and making suitable provisions in the bidding document.</p> <p>3. The value for qualifying the experience criteria for MSME to be calculated 80% of the total Contact value.</p> <p>Hence Request you to amend the clause that MSME projects for experience criteria are relaxed and to be 80% of the Total Contract Value this project ie 6crore</p>	As per RFP

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				A. One Project of development, deployment, implementation and O&M of Web-Portal/ Application based Software Application having 80% of the Contract value of this project.	
23	16	3.1.4.	<b>Technical</b> D. 1. The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2017 and last date of bid submission.	<b>Capability:</b> Note: Request your support in amending the clause: The date of the orders and completion of a project or go live of the project should remain between 1st Apr. 2012 and last date of bid submission.	As per RFP
24	16	3.1.4.	<b>Technical</b> 2. Projects executed with in the agency's own company, group of companies, Joint Venture companies shall not be considered.	<b>Capability:</b> Request your support in amending the clause: 2. Projects executed with in the agency's own company, group of companies, Joint Venture companies shall be considered.	As per RFP
25	16	3.1.4.	<b>Technical</b> C. Three projects of development, deployment, implementation and O&M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project	<b>Capability:</b> Three projects of development, deployment, implementation and O&M of Web-Portal/Application based Software Application having value of <b>Rs. 2.0</b> crores per project	As per RFP
26	16	3.1.4.	<b>Technical</b> Note: The cost of supply, installation and maintenance of hardware components will not be considered in project cost under this criteria.	<b>Capability:</b> The Cost of Hardware to be quoted Separately or whether existing Hardware is to be used?	As per RFP

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27	16	3.1.4.	<p><b>Technical Capability:</b> The Bidder should have been engaged and completed or in FMS phase (Portal/ Application status should be on production and live) for atleast following numbers of projects for any Government Department / Government Agency / PSU:</p> <p>A. One Project of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 6.0 crores</p> <p>OR</p> <p>B. Two projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 3.5 crores per project</p> <p>OR</p> <p>C. Three projects of development, deployment, implementation and O&amp;M of Web-Portal/ Application based Software Application having value of Rs. 2.5 crores per project</p>	<p>UTIITSL request you to please relax this criteria and allow bidders to showcase experience of any IT projects having value more than 6 crores in completed /ongoing / O&amp;M undertaken by bidder's organization with supporting documents such as WO/Agreement copy/Client Certificate or any other document. And relax the criteria to "1. The date of the orders and completion of a project or go live of the project may be anything".</p>	As per RFP
28	16	3.1.6.	<p><b>Certifications:</b> The bidder must possess at the time of bidding, a valid CMMi Level 5 Certification or better in software development/ software engineering</p>	<p>Being the Software Project, request you to incorporate CMMi level 3 as an eligibility criteria.</p>	As per RFP
29	19	4.1.	<p><b>Detailed Scope of work (SoW)</b></p>	<p>Request you to kindly clarify the total number of tentative users for this application.</p>	As per RFP. Please refer point no. II under Note section at page no. 130 of

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30	19	4.1.2.5.	<b>Payment Management</b>	1. Which payment gateways do want to integrated can you suggest which you like most?	As per RFP. Please refer point no. 3of theTable at page no. 127 of RFP
31	20	4.1.	<b>Detailed Scope of work (SoW)</b>	We request you to Kindly provide what are the modules to be developed in Mobile app.	As per RFP.
32	20	4.1.1.6.	<p><b>Security Audit / Safe to Host Certification of Developed Modules:</b></p> <p>The selected bidder will ensure and submit Security Audit report / Safe to Host Certification of the developed application by certain empanelled third party external agencies with Government of India as and when required. The bidder will also provide assistance to RISL team in undertaking Security Audit / Safe to Host Certification of the developed application by third party external agency selected by DoIT&amp;C/RISL as and when required and undertake the following activities:</p> <p>A. Ensure developed application is free from Vulnerability / bugs / defects etc. mandatory for clearing Security Audit / Safe to Host Certification as per the direction of RISL.</p> <p>B. Share all the relevant documents like URS / Test Cases as required by the third party external agency</p> <p>C. Incorporate desired changes in the developed application software suggested by the third party external agency</p> <p>D. Based on the audit reports submitted by the TPA (if any), the selected bidder shall make</p>	Please confirm, who will borne the Security Audit Charges for entire duration and also confirm the frequency of audit.	As per RFP.

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			the required changes to the website/ application at no extra cost and subsequently final spiral and design documents will be submitted to RISL for sign off.		
33	20	4.1.1.6.		Please confirm if the existing windows servers installed with IIS?	As per RFP
34	21	4.1.1.1.	<b>Study of business &amp; system requirements-</b> The bidder shall conduct proper study and requirement gathering with the concerned stakeholders and document the requirements as follows: Shall define the data migration from existing systems if any.	We assume that there is data migration scope , Kindly confirm. If yes, then what is the data size for migration.	As per RFP.
35	21	4.1.1.2.	<b>Design &amp; Development of modules/ submodules of application</b> Wherever required, data migration from any existing systems shall be done with cleansing of data	Please clarify " any existing systems"	Please refer section 2.3 of the RFP
36	21	4.1.1.2.	<b>Design &amp; Development of modules/ submodules of application</b> Wherever required, data migration from any existing systems shall be done with cleansing of data	Please define the size, format and quality of data which are to be migrated.	Please refer section 2.3 of the RFP
37	22	4.1.1.2.	<b>Design &amp; Development of modules/ submodules of application</b> 8. To maintain business continuity the SI shall make use of existing development stack available in RSDC.	Please confirm if we can use any other web server on Windows. I.e. Nginx?	Please refer section 2.3 of the RFP

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			9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC Note: These components shall be provided by RISL/ RSDC/ DoIT&C and bidder need not to include the cost of these products in the financial bid.		
38	22	4.1.1.2.	<b>Design &amp; Development of modules/ submodules of application</b> 8. To maintain business continuity the SI shall make use of existing development stack available in RSDC. 9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC Note: These components shall be provided by RISL/ RSDC/ DoIT&C and bidder need not to include the cost of these products in the financial bid.	Please confirm if there are any linux servers available in the environment?	As per RFP. Please refer section 4.1.1.2 of RFP
39	22	4.1.1.2.	<b>Design &amp; Development of modules/ submodules of application</b> 8. To maintain business continuity the SI shall make use of existing development stack available in RSDC. 9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC Note: These components shall be provided by RISL/ RSDC/ DoIT&C and bidder need not to include the cost of these products in the financial bid.	Please confirm if we can use any other language than java and .net for development of our application?	As per RFP. Please refer section 4.1.1.2 and section 3 of Annexure 14 of RFP.

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40	22	4.1.1.2.	<p><b>Design &amp; Development of modules/ submodules of application</b>                      Note: These components shall be provided by RISL/ RSDC/ DoIT&amp;C and bidder need not to include the cost of these products in the financial bid.</p>	As per our understanding, we assume that the solution is to be hosted in the RSDC or any other location defined by the RISL, all the necessary hosting infra and software pre-requisites software(as per list mentioned in Pg 22 of RFP) will be provided by the client whereas the bidder will be only provide the server sizing and other requirements for the running of the developed solution. Kindly Confirm.	As per RFP
41	22	4.1.1.2.	<p><b>Design &amp; Development of modules/ submodules of application:</b>                      9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC.                      Note: These components shall be provided by RISL/ RSDC/ DoIT&amp;C and bidder need not to include the cost of these products in the financial bid.</p>	Please clarify that who will provide and bear the cost of required Software Licenses and Hardware.	As per RFP
42	22	4.1.1.2.	<p><b>Design &amp; Development of modules/ submodules of application:</b>                      9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC.                      Note: These components shall be provided by RISL/ RSDC/ DoIT&amp;C and bidder need not to include the cost of these products in the financial bid.</p>	Please clarify that who will bear the cost of any other tool required to manage/Develop application, if any.	As per RFP
43	22	4.1.1.2.	<p><b>Design &amp; Development of modules/ submodules of application:</b>                      9. The existing Development Stack for design / development, customization and deployment of the solution already available in RSDC.                      Note: These components shall be provided by RISL/ RSDC/ DoIT&amp;C and bidder need not to</p>	We understand that Procurement and ATS of any system software licenses are not in the scope of bidder.	As per RFP



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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
			include the cost of these products in the financial bid.		
44	22	4.1.1.3.	<b>Integration with other applications/modules:</b>	1. How many users shall be authorized to create /generate the e-sign? 2. All the third-party APIs will be provided by you?	As per RFP
45	22	4.1.1.3.	<b>Integration with other applications/modules:</b>	Who will provide the required API for third party app integration.Also who would provide the SMS and email gateway.	As per RFP
46	22	4.1.1.3.	<b>Integration with other applications/modules:</b>	Please confirm if the required API details are available for Third party applications to be integrated and share by RISL at the time of implementation?	As per RFP
47	22	4.1.1.3.	<b>Integration with other applications/modules:</b> The bidder shall be responsible for providing integration support and/ or complete integration activities for integrating the application's modules/ sub modules with other applications/ modules that may be decided in future course of action by RISL during the entire contract period.	Please clarify " with other applications/ modules"	As per RFP
48	23	4.1.1.3.	Integrable with 3rd party application as per the requirement and IT architecture of Rajasthan State	1. Which third-party application needs to be integrated can name it, please? 2. You will provide all the application or external modules along with APIs, please?	As per RFP
49	23	4.1.1.3.	<b>Integration with other applications/modules:</b> Point No 1 to 11	The required API and touch point support required from RISL to build interfaces.	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
50	23	4.1.1.4.	<b>Testing of Developed Modules/ Functionalities:</b> Conducting testing of various components/ modules of the software developed. The bidder shall be required to share the testing documents and standards with the designated third party auditor (TPA), wherever applicable/ required.	Please clarify that who will provide third party auditor (TPA), wherever applicable/ required.	As per RFP
51	24	4.1.1.6.	<b>Security Audit</b>	We understood that the SI will only support to complete the observations raised by the security audit agency. However engagement of the security audit agency will be borne by the RISL. Please clarify.	As per RFP
52	24	4.1.1.6.	<b>Security Audit / Safe to Host Certification of Developed Modules:</b> The selected bidder will ensure and submit Security Audit report / Safe to Host Certification of the developed application by certain empanelled third party external agencies with Government of India as and when required.	Please clarify that who will provide Security Audit report / Safe to Host Certification cost.	As per RFP
53	25	4.1.1.7.	<b>Implementation and Support:</b> The selected bidder has to deploy required onsite resources to provide support and maintenance of the existing and to be developed application	Requested to please clarify that Who will Provide the remaining Required Infrastructure and Sitting Space for onsite resources.	As per RFP
54	25	4.1.1.7.	<b>Implementation and Support:</b> The selected bidder has to deploy required onsite resources to provide support and maintenance of the existing and to be developed application	We understand that no software developer (Sr or Jr) would be deployed at onsite, these resources will work from bidder's development centre.	As per RFP
55	25	4.1.1.7.	<b>Implementation and Support:</b> E. The selected bidder will also ensure support and maintenance of the existing application of sales & inventory management till the migration of existing application to new application as per the services	Please clarify if any further enhancement and Maintenance existing CONFED.	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
			mentioned in the Operations & Maintenance section of this RFP.		
56	25	4.1.1.8.	<b>Training and Capacity Building:</b> The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the User Department/ Other Designated Department, Rajasthan as and when required.	UTIITSL request you to please confirm the number of onsite locations for training and the batch size. Also, UTIITSL recommend training via VC considering the current situation of rising cases of COVID.  If Training has to be provided offsite, who will bear the cost of Travelling and other facilities required for training.	As per RFP
57	25	4.1.1.8.	<b>Training and Capacity Building</b>	Request you to kindly clarify the mode of training session (virtually or Physically) • We assume that If the training will be conducted physically then the training cost such as travelling & lodging expenses as well as training infra shall be borne by the client. Kindly confirm.	As per RFP
58	25	4.1.1.8.	<b>Training and Capacity Building:</b> The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the User Department/ Other Designated Department, Rajasthan as and when required.	For better understanding and efforts estimation, please define the number of trainees, locations and number of batches for providing training.	As per RFP
59	25	4.1.1.8.	<b>Training and Capacity Building:</b> The bidder shall be responsible for providing training for new modules and enhanced functionalities to the selected officials by DOITC/ RISL/ WCD/ Other Designated Department.	Kindly request you to provide the number of users to be trained and also the locations where training need to be provided.	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
60	25	4.1.1.8.	<p><b>Training and Capacity Building:</b></p> <p>A. The bidder shall be responsible for providing training for new modules and enhanced functionalities to the selected officials by DOITC/ RISL/ User Department/ Other Designated Department.</p> <p>B. The bidder shall provide resources (Trainers) for onsite or offsite training as and when required. The schedule of the training programs shall be intimated to the selected bidder in advance at least 4-7 days before from the date of the training program.</p> <p>C. The bidder shall be responsible for preparing Training manuals for all the modules and shall update the training manuals and user manual of the application every month by incorporating the enhancements in each module.</p> <p>D. RISL may engage the bidder as and when required for providing training support during any VC/ training session scheduled for the stakeholders at various levels.</p> <p>E. The training locations in Rajasthan, batch size, mode of training (Onsite/ Offsite), duration etc. will be decided with the User Department/ Other Designated Department, Rajasthan as and when required.</p> <p>F. User Department/ RISL/ Other Designated Department will arrange infrastructure for training.</p>	<p>a) How many resources are to be trained ?</p> <p>B) What are the levels of training required ?</p> <p>C) Will training be an ongoing process ?</p>	As per RFP
61	25	4.1.1.8.	<b>Training and Capacity Building</b>	<p>1. How many members need to provide training?</p> <p>2. Training will be arranged offsite or onsite?</p>	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
62	26	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> C. The bidder shall maintain version control and archives of source code, web site content and database.	Are source code to be provided to RISL ?	As per RFP
63	26	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> New Development and Enhancement	Kindly consider the new development to be part of the O&M phase under change request management process.	As per RFP
64	26	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> The proposed services shall be normally manned from 9:30 AM to 6:30 PM but may vary as per the requirement throughout the project period or as decided by RISL.	Please clarify that How many Leave will be allotted to onsite deployed team members and Number of Working days in a week.	As per RFP
65	27	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> H. New Development and Enhancement f. It is envisaged that the new requirements during the O&M phase would be developed on an incremental basis with the changing scenarios and requirements of RISL	Kindly clarify this.	As per RFP
66	27	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> H. New Development and Enhancement	1. Additional functionality and module development would be excluded from the AMC Service? 2. Cost would be defined based on the current scope of work? s	As per RFP
67	27	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> Help desk Management	1. Do you need onsite resources? 2. You will provide the APIs for all the existing modules along with the Rajsampark and 181?	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
68	27	4.1.2.	<p><b>Provide Operations &amp; Maintenance Services (O&amp;M)</b>                      Help desk Management                      The bidder shall deploy technical helpdesk management module (web enabled with SMS and email-based alert system) in the application for Helpdesk Call Management and SLA Reporting. The module will be designed and deployed in integrated manner to meet the SLA response &amp; resolution timelines:a) SI shall provide centralized helpdesk number and email for reporting any issue which shall be shown in the System dashboard.b) SI shall log all calls received through any medium viz. telephone/email/in writing/in person, shall generate a ticket mentioning type of problem, Severity level etc. using helpdesk tool and forward the same to concerned FMS team/person, Project OIC(s) and user.c) The module will facilitate to define categories/ subcategories of tickets to map SLAs</p>	<p>a) How many Helpdesk resources are required ?B) Can helpdesk be offshore but online ?C) What are the languages to be known apart from Hindi by helpdesk staff ?D) Will there be extension of working hours for help desk ? How it be compensated ?</p>	As per RFP
69	27	4.1.2.	<p><b>Provide Operations &amp; Maintenance Services (O&amp;M)</b>                      Help desk Management                      The bidder shall deploy technical helpdesk management module (web enabled with SMS and email-based alert system) in the application for Helpdesk Call Management and SLA Reporting.</p>	<p>We understand that the required SMS/E-MAIL gateway would be provided by the department, bidder has to only integrate them.</p>	As per RFP
70	27	4.1.2.	<p><b>Provide Operations &amp; Maintenance Services (O&amp;M)</b>                      Help desk Management                      SI shall provide centralized helpdesk number and email for reporting any issue which shall be shown in the System dashboard.</p>	<p>Kindly confirm if bidder would set up helpdesk at its own development centre and also confirm the no. of helpdesk executives required.</p>	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
71	27	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> Business Intelligence Analytics & MIS Reports as per new format defined by procuring entity as per their requirement	Are you looking for any Business Analytical tool?	As per RFP
72	28	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> Help desk Management SI shall provide centralized helpdesk number and email for reporting any issue which shall be shown in the System dashboard.	Please clarify the Number of Working days in a week. Also Please clarify the deployment location of Helpdesk Resources.	As per RFP
73	28	4.1.2.	<b>Provide Operations &amp; Maintenance Services (O&amp;M)</b> Help desk Management SI shall provide centralized helpdesk number and email for reporting any issue which shall be shown in the System dashboard.	Please define the total duration of helpdesk.	As per RFP
74	29	4.1.3.	<b>Resource Deployment</b> point no. H For the existing application for CONFED integrated with RGHS, and the fact that it is a business case of essential services, transactions and scale of associated financials mentioned in section 2.3 of the RFP, the selected bidder has to ensure that the application should be up and running 24x7 and is to deploy sufficient number of resources for the same	1. How many onsite resources do you require? 2. Will you provide the APIs for CONFED with RGHS?	As per RFP
75	30	4.2.3.	<b>Responsibilities of the Selected Bidder:</b> point no. i The selected bidder shall provide complete knowledge transfer (Technical and Functional) to RISL/ DOIT&C/ any designated agency selected by RISL/DOIT&C as and when required and the selected bidder will also maintain the developed application till the completion of KT as per the scope mentioned	We assume that KT period will be within O&M period.	As per RFP

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
			in the RFP for O&M.		
76	30	4.2.3.	<b>Responsibilities of the Selected Bidder:</b> point no. b Adopting open, interoperable standards by following international and national industry and govt. standards.	Please specify the standards.	As per RFP
77	34	5.9.	<b>Bid Security:</b> d) The bid security may be given in the form of a banker's cheque or demand draft or bank guarantee, in specified format, of a scheduled bank. The bid security must remain valid thirty days beyond the original or extended validity period of the bid.	It is requested to RISL to please also confirm if the Bid Security amount can also be submitted in form Bank Guarantee.	As per RFP. Please refer corrigendum-I
78	43	5.25.	<b>Performance Security:</b> Prior to execution of agreement, Performance security shall be solicited from all successful Bidder except the departments of the State Government and undertakings, corporations, autonomous bodies, registered societies, co-operative societies which are owned or controlled or managed by the State Government and undertakings of the Central Government	Please clarify how many bidders will be awarded contract as in the tender it is mentioned that the award of contract will be on L1 basis.	As per section 5.13 of RFP
79	55	6.13.	<b>Copyright:</b> The copyright in all drawings, design documents, source code and other services/materials containing data and information furnished to the Purchaser by the Supplier/ Selected Bidder herein shall remain vested in the RISL.	In order to have cost and timeline advantage for the customers, we have used <b>No Code Low Code</b> Platform for project implementations with other Govt. Agencies. We wish to propose the same for this bid. Since, No Code Low Code platform does not generate any	As per RFP



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				source code, there is no possibility for sharing the Source Code. However, if any components are built outside the platform, then the Source Code for the same will be handedover mandatorily. We request you to please consider the same.	
80	56	6.15.	<b>Sub-contracting:</b> The bidder shall not assign or sub-let his contract or any substantial part thereof to any other agency without the permission of Purchaser/ Tendering Authority.	UTIITSL requests you to please allow sub-contracting	As per RFP.
81	57	6.16.	<b>Testing charges:</b> Testing charges shall be borne by the Government. In case, test results showing that supplies are not upto the prescribed standards or specifications, the testing charges shall be payable by the selected bidder	UTIITSL Request you to remove the clause" In case, test results showing that supplies are not upto the prescribed standards or specifications, the testing charges shall be payable by the selected bidder"	Please refer updated chapter 6 of the RFP.
82	57	6.17.	<b>Rejection:</b> a) Module/ sub modules of the developed software not approved during inspection or testing shall be rejected and will have to be replaced by the selected bidder at his own cost within the time fixed by the Purchase Officer. b) If, however, due to exigencies of user department work, such replacement either in whole or in part, is not considered feasible, the Purchase Officer after giving an opportunity to the selected bidder of being heard shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.	UTIITSL Request you to please remove these clauses.	As per RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
83	60	6.20.	<p><b>Force Majeure:</b></p> <p>a) The supplier/ selected bidder shall not be liable for forfeiture of its PSD, LD, or termination for default if and to the extent that it's delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.</p> <p>b) For purposes of this Clause, "Force Majeure" means an event or situation beyond the control of the supplier/ selected bidder that is not foreseeable, is unavoidable, and its origin is not due to negligence or lack of care on the part of the supplier/ selected bidder. Such events may include, but not be limited to, acts of the Purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, due to rains at identified locations, quarantine restrictions, and freight embargoes. c) If a Force Majeure situation arises, the supplier/ selected bidder shall promptly notify the RISL in writing of such conditions and cause thereof within 15 days of occurrence of such event. Unless otherwise directed by RISL, the supplier/ selected bidder shall continue to perform its obligations under the contract as far as reasonably practical. d) If the performance in whole or part or any obligation under the contract is prevented or delayed by any reason of Force Majeure for a period exceeding 60 days, either party at its option may terminate the contract without any financial repercussion on either side. e) In case a Force Majeure situation occurs with the user department or RISL, the user department or RISL may take the case with the supplier/ selected bidder on similar lines.</p>	Need to understand the payment structure in case of "Force Majeure" arising.	As per RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
84	61	6.22.	<b>Termination:</b> c) Termination for Convenience i. RISL, by a written notice of at least 30 days sent to the supplier/ selected bidder, may terminate the Contract, in whole or in part, at any time for its convenience. The Notice of termination shall specify that termination is for the Purchaser's convenience, the extent to which performance of the supplier/ selected bidder under the Contract is terminated, and the date upon which such termination becomes effective.	It should be 90 days for termination	As per RFP.
85	62	6.23.	<b>Exit Management:</b> ii. The selected bidder, if not already done, will transfer all the Software Licenses under the name of the RISL as desired by the procuring entity during the exit management period.	Please clarify that who will provide the Software License and Number of Licenses required.	As per RFP.
86	67	8.1.	<b>Payment Terms and Schedule</b>	T' has not been defined. Also Payment schedule is amounting to total 120% instead of 100. This needs to be rectified.	Please refer updated section 8.1 of RFP.
87	67	8.1.	<b>Payment Terms and Schedule</b> T2 = T1+ 30 Days	Looking at the large scope of work, 30 days is very short time to complete the activities mentioned in the clause. So, request you to amend the clause as under: T2 = T1 + 60 Days	As per RFP.
88	67	8.1.	<b>Payment Terms and Schedule</b> Undertake activities Mentioned in Scope of Work Section 4.1.3. Remaining 20% of Quoted Study, Design & Development Cost i.e. Financial Bid Table 1 S.no.1 + Quoted Operations & Maintenance cost i.e. Financial Bid Table 1 S.No. 2 will be equally spread over 3 years	This is contradictory, as 100% of Quoted Study, Design & Development Cost i.e. Financial Bid Table 1 S.no.1 is covered in Point No. 3 & 4 of Payment Terms and Schedule table. Please confirm.	Please refer updated section 8.1 of RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
			payable quarterly.		
89	68	8.1.	<b>Payment Terms and Schedule</b> Remaining 20% of Quoted Study, Design & Development Cost i.e. Financial Bid Table 1 S.no.1 + Quoted Operations & Maintenance cost i.e. Financial Bid Table 1 S.No. 2 will be equally spread over 3 years payable quarterly.	O&M for 5 year but here mentioned payment will be for 3 year please clarify	Please refer updated section 8.1 of RFP..
90	69	8.2.	<b>Service Level Standards/ Requirements/ Agreement</b>	UTIITSL requests you to please reduce the overall penalty as it is on very high side.	Please refer updated section 8.2 of RFP.
91	69	8.2.	<b>Service Level Standards/ Requirements/ Agreement:</b> 1.	The penalty clause is too stiff. It is requested to RISL to cap the maximum penalty for each of the line item at 10% of that respective line-item cost.	Please refer updated section 8.2 of RFP.
92	70	8.2.	<b>Service Level Standards/ Requirements/ Agreement</b> 3. Penalty for replacement / Exit of a resource The replaced resource will be accepted by the purchaser (RISL) only if he/she fulfils the minimum eligibility criteria as per RFP and is found suitable to the satisfaction of the purchaser. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL). The supplier will have to replace a resource within 15 days or any other period specified by the bidder.	UTIITSL Request you to relax this clause to "The replaced resource will be accepted by the purchaser (RISL) only if he/she fulfils the minimum eligibility criteria as per RFP and is found suitable to the satisfaction of the purchaser. The outgoing resource should complete the knowledge transfer with the replaced resource as per the satisfaction of the purchaser (RISL). The supplier will have to replace a resource within 60 days or any other period specified by the bidder."	Please refer updated section 8.2 of RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
93	82	ANNEXURE-7:	<b>PRE-BID QUERIES FORMAT</b> Name of the Company/Firm: Bidding Document Fee Receipt No. _____ Dated _____ for Rs. _____/-	As confirmed by you during the prebid meeting for "ANNEXURE-7: PRE-BID QUERIES FORMAT"; bidders are not required to pay the Tender document fee while submitting the prebid queries however it can be paid later during final bid submission.	As per RFP.
94	84	ANNEXURE-8:	<b>Financial Bid Format</b> Study, Design & Development Operations & Maintenance	As no separate component provided for existing application maintenance in financial bid, then how the bidder would be paid for the same.	As per RFP.
95	85	ANNEXURE-8:	<b>Financial Bid Format</b> BOQ2	There is an ambiguity in Table 2 Financial format 5 and 6th numbered columns. Please check and clarify and please provide a filled sheet for example or reference.	Please refer update BOQ.
96	85	ANNEXURE-8:	<b>Financial Bid Format</b> BOQ2	In BoQ 2 column N & O not editable but you require quotation in these columns	Please refer update BOQ.
97	85	ANNEXURE-8:	<b>Financial Bid Format</b> Table2 1. Per Unit Price per month till the completion date of O&M Period 2. Per Unit Price per month for 12 months from the completion date of O&M Period 3. Per Unit Price per month after 12 months from Completion date of O&M Period	Which O&M Period? Is it existing application O&M or new application O&M?	As per RFP.
98	86	ANNEXURE-11	<b>QUALIFICATION AND EXPERIENCE OF THE REQUIRED RESOURCES</b> Senior Software Developer Software Developer	Kindly clarify: 1. These resources would be deployed onsite? 2. Define the number and duration of these resources	As per RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
99	94	ANNEXURE-12:	<b>FORMAT FOR CVs</b> Number of years with the current company (the SDA)	UTIITSL being a Government of India Company Leverages its empanelled agency for providing resources. This model is being used by UTIITSL in executing current and past projects and have successfully executed. UTIITSL Request you to allow us to provide resources on third party for the execution. Also for incorporating their CVs in the proposal format Annexure 12.	As per RFP.
100	118	ANNEXURE-14:	<b>1.3.4 End Customer</b>	Details of end customer required. Whether all these customers are going to login application?	As per RFP.
101	119	ANNEXURE-14:	<b>2. Indicative Application Architecture (Functional):</b>	Please provide the application architecture details in that has to be integrated with application to web, mobile app, kiosk, bar code or QR code, biometric. Is there any existing application which are going to interface or all the applications are to be built as part of tender	As per RFP.
102	122	ANNEXURE-14:	<b>2.3.2.5. Payment Management</b> The designated users for payment/ invoicing management at manufacturer/warehouse/ godown/ distribution center/ department office will be responsible to perform in the system as per section 1.3.1.4. & 1.3.3.4. of indicative functional requirement.	Will this involve accounting also?	As per RFP.
103	127	ANNEXURE-14:	<b>2.6. Integration Layer:</b>	We understand the API's required to develop in the existing system for the purpose of integration shall be arranged by the RISL. Also procurement of SMS and email gateway including the operational cost will be borne by	As per RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
				RISL	
104	129	ANNEXURE-14:	<b>3.1. Application Design &amp; Development:</b> f) Rich User Experience: The solution should have capability where any services like Payment Gateway, the mobile devices for queries/ reporting and providing day-to-day approvals by competent authorities as per authorized workflow for different kind of requests; and external entities like bank, departments and others can invoke this framework by passing the required parameters and specifying the desired output.	We assume that the payment Gateway for integrating with the application will be provided by the RISL, kindly clarify	As per RFP.
105	129	ANNEXURE-14:	<b>3.2 Technology Standards</b> b) Bi-Lingual Support: Application shall support at least Unicode 5.1/ 6.0 standard based Bilingual versions for user interface. It is expected to be in the Hindi and English (India) languages.	1. Do need multilanguage systems (Hindi& English) both?	As per RFP.
106	129	ANNEXURE-14:	<b>3.2 Technology Standards</b> b) Bi-Lingual Support: Application shall support at least Unicode 5.1/ 6.0 standard based Bilingual versions for user interface. It is expected to be in the Hindi and English (India) languages.	Software should only be in English	As per RFP.
107	129	ANNEXURE-14:	<b>3.2 Technology Standards</b> c) Anywhere Access: Application shall be deployed on state government datacentre to enable anytime, anywhere access and to address auto-sync/save, efficiency, peak load handling issues. The application should also function on the low bandwidth (64	As the application would be integrated with other systems, the page load time would be more on 64kbps/GPRS bandwidth, hence we would request you to increase the minimum bandwidth for functioning of the application to 2 Mbps(4G data band width is more than	As per RFP.

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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
			Kbps/GPRS).	proposed)	
108	130	ANNEXURE-14:	<b>Note:</b> ii. Expected peak concurrent users may be derived from the prospective distribution centres and other stakeholders i.e. 200000+. With the beneficiaries around 20000000+	Number of concurrent users required for Application?	As per RFP.
109	130	ANNEXURE-14:	<b>Note:</b> The entire application should come with the following environment: 1. Production (Active- Active Nodes) 2. DR environment (If allotted by Department) 3. UAT/ Pre-production Environment 4. Development/Staging/ Test Environment iv. Addition to above the design and architecture of the application should be done considering IT Policy and Architecture of DOIT&C. In case of any change in the specifications and standard based on the policy of DOIT&C and RSDC, the selected bidder has to comply those standards and specifications without any extra cost.	Please confirm if the required hardware infrastructure and operating system licenses will be provided by RISL? And the solution will be deployed on cloud or premises.	RISL will provide the referred IT infra and operating system available at RSDC as per RFP.
110	131	ANNEXURE-15:	<b>FORMAT FOR PROPOSAL DOCUMENT:</b> a) Details of any one best project executed onsite with the features of the software platform (Max. 200 words)	Please clarify if bidder can showcase any project which is on hybrid model onsite and offshore both. Please allow the same.	Yes. Bidder can showcase any one project mentioned in their respective technical bid.
111	28	4.1.3.	<b>Resource Deployment</b>	1. Do you need onsite resources? If yes then how many resources is required?	As per RFP.



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S.No.	RFP Page No.	RFP Rule No.	Rule Details	Query/ Suggestion/ Clarification	Response
112	General	Other Suggestions	Other Suggestions	Any provision for system study phase before rates are quoted?	Bidder may visit RISL to study the existing system.
113	General	Other Suggestions	Other Suggestions	Support to be provided by RISL for One week of system study before Bid	Bidder may visit RISL to study the existing system.